



Unemployment Insurance Supervisor - PROMOTION

Unemployment Insurance Division

Job Announcement Code: 14-03715

Printable Job Announcement

This promotional job opportunity is open **ONLY** to current classified state employees from within this agency.

Individuals eligible to apply include:

- Permanent classified state employees currently employed by this agency (including employees on probation)
- Seasonal state employees employed by this agency
- Employees of this agency who are on a leave of absence
- Employees of this agency who are in layoff status

Deadline

August 27, 2014

Salary Information

This position is in pay schedule 81, range 03. Minimum starting salary is \$22,470 per hour. Pay upon appointment for current state employees may vary according to the applicable pay transaction provisions of the Wisconsin Administrative Code. A probationary period of up to 12 months may be required.

Introduction

This position is in the Bureau of Management and Information Services and is responsible for the management, supervision, and direction of the Support Services Section.

Job Duties

Establish, communicate, modify, and enforce operational methods and procedures that maintain efficiency, effectiveness, promptness, and accuracy of the Support Services Section. Review methods and performance to ensure compatibility with program goals and objectives. Direct staff in the development of policy and performance related to unit responsibilities and goals. Recommend and/or approve programming or procedural changes to enhance service delivery after analyzing effects on resources. Attend meetings with technical staff to set priorities and introduce program changes. Advise unit supervisor or staff on the appropriateness of actions affecting program delivery. Evaluate and develop new technologies in the provision of services.

Determine resources needed by the section to accomplish goals, objectives, and responsibilities. Assign activities/tasks in accordance with Division priorities and resources. Disseminate information to other government agencies or agency staff regarding processing methods, sometimes by making on-site presentations. Initiate or review proposals from staff and Division management to improve service delivery. Interview, select, and train key supervisory and subordinate staff. Evaluate performance of staff. Establish unit performance standards and routinely measure performance levels. Effect required remedial actions. Act as liaison with other Bureaus or agencies to ensure services are provided accurately and timely. Coordinate the activities of the Central Support Services staff in accordance with the needs of other Division units.

Required Knowledge, Skills and Abilities

Knowledge of: methods to promptly and accurately process and organize materials related to implementation of programs, provision of services, or similar (e.g., claims, reports, correspondence, account information, collection documents etc.); customer service methods and techniques; effective decision-making processes and techniques; methods to train staff; presentation methods; conflict resolution methods and techniques; and methods to establish productive, facilitative working relationships, both within and outside the organization.

Skills in: establishing priorities and meeting deadlines. Oral and written communication skills. Effective listening skills. Leadership skills.

Ability to: manage, supervise, coordinate, and direct groups of workers in accomplishment of clearly defined elements of the major segment of a process; organize and coordinate the work of others; work effectively in team environments and to secure cooperation and agreement in situations where conflicting objectives exist; motivate, persuade others; read and interpret policy, rules and procedures and analyze federal regulations and state policy to determine their impact on programs, processes, and systems; collect, organize and analyze information and identify problems; prepare well organized, detailed reports on solutions and recommendations; negotiate and persuade others; develop and implement policies and procedures based on legislative or other changes or changing business needs; analyze and evaluate policies, procedures and systems for effectiveness of operation; handle multiple tasks simultaneously; and to work effectively in team environments and to secure cooperation and agreement in situations where conflicting objectives exist.

Background Check

Due to the nature of this position, a criminal background check and other security checks will be conducted prior to making an offer of employment.

How to Apply

PLEASE NOTE: Only current classified employees of the Department of Workforce Development may apply for this position. Please refer to the beginning of this job announcement for a more complete explanation. Project and LTE employees are not eligible to apply.

You are required to apply and take an examination online. The exam is available at [WiscJobs](#). Before you begin the on-line exam process, please use the "Preview Exam" feature to determine if you are interested in and qualified for this position.

You will be required to complete a civil service examination. **Your responses to the exam will be used to determine your eligibility for this vacancy. Resumes may not be substituted for answering these questions and will not be reviewed at this time.**

Questions regarding the examination may be directed to Peter Newhall (608) 267-7862 or at PBNJobs@dwd.wisconsin.gov.

The application deadline is on August 27, 2014. Application materials will be evaluated and the most qualified applicants will be invited to participate in the next step of the selection.